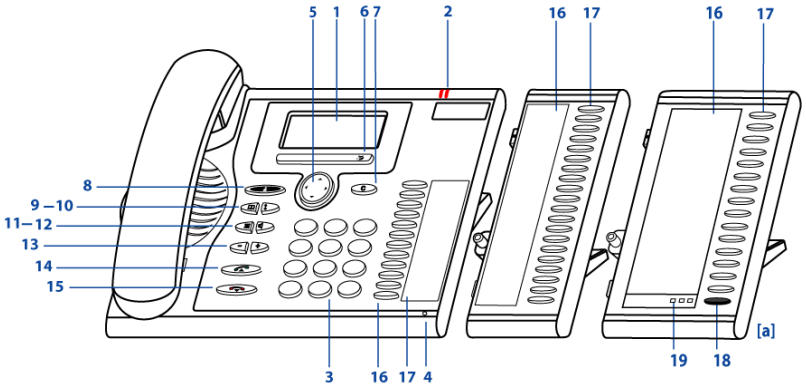
Aastra Communications Systems

A150
A300
2025
2045
2065

Aastra 5370 / Aastra 5370ip

User's Guide

AASTRA



Operating elements

1 **Display**
- In the upper area: status display with symbols.
- In the middle area: current displays on the telephone traffic.
- In the lower area: display of the available Foxkey functions.

2 **Indicator LED**
- Left LED flashes: Call.
- Right LED flashes: Voice Mail, message, or callback.

3 **Key block**
Enters digits or letters.

4 **Hands-free microphone**

5 **Navigation key**
- Upward: *Resetting activated features*.
- To the right: *Opens the menu*.
- Downward: *Opens settings*.
- General: Scrolls forwards/backwards in the menu, navigates lists.

6 **Foxkey**
Executes displayed function using the key. Foxkeys can be freely configured.

7 **Correction key**
Deletes the last character or goes back one step in the menu.

eud-0830/2.1 — I7.7 — 10.2008

8 **Absence key with LED**
Preconfigured as call forwarding. The Absence key can be configured as a function key or digit key.

9 **Phone book key**
Opens phone books.

10 **Redialkey**
Selects the phone numbers last dialled.

11 **Microphone key**
Hands-free or handset microphone off / on.

12 **Loudspeaker key**
Hands-free operation on/off.

13 **Volume/cursor keys**
Adjustsvolume.

14 **Call key**
Set up / answer a call.

15 **End key**
- Ends a call.
- Exits input without saving and goes back to the idle state.

16 **Configurable keys/Line keys with LED (incl. Aastra M530/M535 expansion key module)**
Freely configurable as a number, function or Team key:
- Number key: 1. call number - press once, 2 call number - press twice (only Aastra M530).
- Function key: Activate / Deactivate function.
- Team key: Makes call or answers call. Announcement to a team partner (press twice).

If preconfigured as a line key: Set up or answer call via line.
Configure key: press and hold down.

17 **Write-on labels (incl. Aastra M530 expansion key module)**
Write-on labels for the configurable keys can be found on the internet at www.aastra.com/docfinder as an electronic document. You can fill out the fields directly on your PC and then print out the labels.

18 **Shift key on expansion key module Aastra M535**
Switch between the 3 views. Press 1 x each to display the next level.

19 **LED display on expansion key module Aastra M535**
Indicates which of the 3 levels is activated.

Display symbols

Detailed information available

Other Foxkeys available (Foxkey)

Search mode

Function activated

Entries on the call list

New text messages

Forwarding activated

Call Forwarding on No Reply activated

New Voice Mail

Voice Mail retrieved

Call parked

Retrieve parked call (Foxkey)

Activate discreet ringing

Telephone locked

Microphone deactivated

Loudspeaker/hands-free mode activated

Headset mode activated

Display symbols Aastra M535

Business number

Private number

Mobile number

Team key

Line key

eud-0830/2.1 — I7.7 — 10.2008

Safety Information

Failure to observe this information can be hazardous and infringe existing laws.

Connections
Always plug the phone cable connectors into the appropriate sockets. Do not modify the connections in any way.

Mains connection
Use the original power supply only. Connect the power supply only to power sources that conform to the indications on the device.

Maintenance
Make sure all installation and repair work is carried out by a specially qualified technician.
Always use a soft, moistened, or antistatic cloth to clean your device. Do not use chemicals or other chemical products.

Cost control
You should protect your telephone with a PIN so that no-one can make phone calls at your expense. A code will also protect your personal settings.

Ambient conditions
Do not operate the device outside the temperature range of +5 °C to approx. +40 °C.
Avoid direct sunlight and other sources of heat.
Protect your device against the wet, excessive dust, corrosive liquids and steam.
Do not expose your device to electromagnetic fields (electric motors, household appliances). The speech quality could be affected. To prevent interference, avoid placing your handset in the immediate vicinity of computers, radios, TV sets, VCRs, and other telephone sets.

Disposal
Be sure to dispose of your device and its packaging in an environmentally compatible way; alternatively send it back to your supplier or servicing agent.

Accessories
Use original accessories or specifically approved accessories only. The use of other accessories may decrease performance or pose a risk to your health or safety.

eud-0830/2.1 — I7.7 — 10.2008

User information

Your terminal has been supplied with a Quick User's Guide, safety information and, where applicable, with other terminal-specific information. You will find this and other documents for your device at

http://www.aastra.com/docfinder.

More information on your terminal can be found in the documentation or your dealer's homepage. It is your responsibility to inform yourself about the scope of functions, operation and proper use of your equipment.

- Check whether you have all the user information available on your terminal, whether it conforms to your terminal's version and whether it is up to date.
- Read through the user information carefully before putting your terminal into operation.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the terminal.
- When handing over your terminal to others, make sure you enclose the relevant user information.

New

- Changing Terminal Names Please note that with implementing the I7.7 system, the Office 70 / Office 70IP is renamed in Aastra 5370 / Aastra 5370ip.
- Changing Terminal Names Please note that with implementing the I7.7 system, the Office KBM and Office DKBM are renamed in Aastra M530 / Aastra M535.
- Your system administrator can set up several terminals for you that hold all the same phone number. If you are busy on one of these terminals, you are busy for all further incoming calls. But you are able to make further outgoing calls on the other terminals.

Intended Purpose

This phone is part of the Ascotel® IntelliGate® communication system and is intended to be operated on that system.

Ascotel® IntelliGate® is an open, modular and comprehensive communication system that comprises the IP-PBX (referred to in the end-user information as "the system"), a vast number of expansion cards and modules, and a complete series of system terminals including IP system terminals. The system and all its component parts were designed to cover in full all the telecommunication requirements of companies and organisations with a single user-friendly solution. The individual components of the overall system are fully compatible and must not be used for other purposes or replaced by third-party components (except when connecting other authorized networks, applications and terminals to the interfaces provided specifically for that purpose).

eud-0830/2.1 — I7.7 — 10.2008

System and software-related functions

Some systems or system versions do not support all the features. The corresponding text sections are identified by a letter inside square brackets. The Chapter "System and Software-Related Functions", page 76 indicates which system versions support the relevant features.

Disclaimer

This product was manufactured in accordance with ISO 9001 quality guidelines.

This product and the user information belonging to it have been produced with the utmost care. The product's functions have been tested and approved after comprehensive conformity tests. Nonetheless errors cannot be entirely excluded. The warranty is limited to the replacement of defective hardware.

The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behaviour on the part of a product. Potential hazards are mentioned in the relevant places in the user information. Liability for loss of profit shall be excluded in any case.

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Contents

Dialling and Phoning 9
- Answering Calls 10
- Making calls 11

Using the Display and Operating Elements 14
- Display 15
- Keys 16
- Input 17
- Menu-Guided Navigation 19
- Signals 20

Supplementary features 21
- Making and answering calls 22
- Using functions while in a call 31
- Organising absences from the desk 34
- Functions for special situations 39
- Setting functions by remote control 48
- Organisation Within the Team 49
- Line Keys 51

Personalizing Your Phone 53
- Display 54
- Setting the Ringing Properties (Audio) 55
- Hands-free and headset settings 57
- General settings 59
- Protection 63
- Phone Book Management 64
- Configuring Voice Mail 66
- Configuring Keys 67
- Configuring Line Keys 71
- Formulating Functions 73

Further information 74
- Troubleshooting 75
- Declaration Open Source Software (Aastra 5370ip) 76
- System and Software-Related Functions 76

Installation and First-Time Operation 77
- Equipment provided 78
- Options 79
- Setting up and mounting the phone 80
- Connecting Aastra 5370 82
- Connecting Aastra 5370ip 83
- Expansion key module Aastra M530/M535 (optional) 85
- Labelling the Aastra M530 expansion key module 86

eud-0830/2.1 — I7.7 — 10.2008

Dialling and Phoning

The following sections explain how to make phone calls simply and the functions your phone offers you whenever you receive a call.

Answering Calls *10*

Making calls *11*

eud-0830/2.1 — I7.7 — 10.2008

Answering Calls

This section explains the procedure for answering a call.

■ Answering a Call

Your phone is ringing and the indicator LED is flashing. To answer the call, proceed as follows.

Pick up the handset.

Note:

If the caller's phone number is received, it is shown on the display. If the phone number is stored in the private phone book or in the system, the display also shows the corresponding name.

Hands-free operation:

Press the Call key or the Loudspeakerkey.

Notes:

- To find out how to make phone calls with the headset, refer to the Chapter "Using a Headset", page 13.
- To find out how to make phone calls in hands-free mode or in automatic hands-free mode, refer to the Chapter "Using Your Phone in Hands-Free Mode", page 12 and the Chapter "Automatic Hands-Free Mode", page 57 respectively.

■ Ending a Call

You want to end the call.

After the call the call duration is indicated. Call charges are also displayed after any external call which you initiated, provided your provider supports this function.

Put the handset on-hook.

Ending a call in hands-free mode:

Press the End key or the Loudspeaker key.

Notes:

- To disconnect the call, simply replace the handset.
- To find out how to make phone calls with the headset, refer to the Chapter "Using a Headset", page 13.
- To find out how to make phone calls in hands-free mode or in automatic hands-free mode, refer to the Chapter "Using Your Phone in Hands-Free Mode", page 12 and the Chapter "Automatic Hands-Free Mode", page 57 respectively.

eud-0830/2.1 — I7.7 — 10.2008

Making calls

This section explains the different ways you can make a call with your phone.

■ Dialling with the Phone Number

You want to call someone and key in that person's phone number.

With call preparation you can enter a phone number without it being dialled automatically, so you have time to check the number and, if necessary, correct it. The number is not dialled until you go off-hook, for example by picking up the handset.

For the system (PBX, OIP, Microsoft Outlook, TwixTel) to identify an external number it is recommended to enter the number in canonical format (+Country Code (Region Code) Phone Number). Press the ✚ key to insert +. You can enter the phone number in one of the following formats:

- 0-004132655xxxx
- 004132655xxxx
- 9-004132655xxxx
- +41 (32) 655xxxx

Enter a phone number in call preparation.
Press the ✚ key to enter +.
You can use the Correction key to delete any incorrect character.

Pick up the handset.
Or:
Press the Call key or the Foxmenu>Foxkey *Call*.
⇨ The enquiry call party is called.

■ Dialling with Redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 10 entries.

Press the Redial key.
⇨ Redial list is displayed.

Press the Redial key several times or press the down navigation key to scroll through all the phone numbers you last dialled.

Pick up the handset.
⇨ The phone number displayed is dialled.

Using Your Phone in Open Listening Mode

You want other people in the room to be able to listen in to the call.

The open listening function lets you activate the loudspeaker in addition to the handset.

During a call:
Press the Loudspeaker key.
⇨ Open listening is now activated, is displayed.

Note:
You can continue with the call as usual using the handset.

Deactivating open listening:
Press the Loudspeaker key a second time.
⇨ Open listening is now deactivated.

Note:
To end a call in open listening mode, you need to press the Loudspeakerkey and hang up the phone. If you merely replace the handset, the phone switches to the hands-free mode.

Using Your Phone in Hands-Free Mode

You want other people to join the conversation or to have your hands free while making the call.

The hands-free mode function activates the loudspeaker and the microphone.

During a call:
Press the Loudspeaker key.
⇨ Open listening is now activated, is displayed.

Put the handset on-hook.
⇨ The hands-free mode is now activated, is displayed.

Notes:
- Make sure the hands-free microphone is not obstructed.
- The sound quality is improved if you set the volume of your phone to a low setting.

To continue the call with the handset:
Pick up the handset.
⇨ The loudspeaker and hands-free microphone are now deactivated.

Notes:
- To find out how to make phone calls with the headset, refer to the Chapter "Using a Headset", page 13.
- To find out how to activate the automatic hands-free mode, refer to the Chapter "Automatic Hands-Free Mode", page 57.

eud-0830/2.1 — l7.7 — 10.2008

Muting the Microphone

In the middle of a call you want to talk briefly with other persons in the room without your call partner hearing your conversation.

You can switch the microphone on and off during a call.

Switching the microphone off:
Press Microphone key.
⇨ The microphone is now deactivated, is displayed.

Switching the microphone back on:
Press the Microphone key once again.

Using a Headset

To make a phone call with the headset.

If you answer a call in headset mode using the Call key or Loudspeaker key, the call is provided on the headset. Alternatively you can also answer the call by picking up the handset.

Notes:
- A corded and a Bluetooth®headset cannot be connected in parallel.
- If you loose the radio contact with a Bluetooth® headset, you can go back into the radio area without being disconnected from the active connection.

Your phone is ringing and the indicator LED is flashing. To answer the call, proceed as follows:
Press the Call key or Loudspeaker key.
⇨ The call is provided on your headset.

Open listening

Press the *Hands-free* Foxkey.
⇨ The phone's loudspeaker is activated.

Hands-free

Press the *Hands-free* Foxkey.
⇨ The phone's microphone is switched on and the headset microphone is switched off.

Headset

Press the *Headset* Foxkey.
⇨ Back to the headset mode.

Ending a Call:
Press the End key or Loudspeaker key.

Notes:
- To find out how to activate the headset, refer to the Chapter "To activate headset operation", page 58.
- To call a user, dial the user's phone number and press the Call key or Loudspeaker key.
- For more information refer to your headset's operating instructions.

Using the Display and Operating Elements

The following sections explain how to operate your phone quickly and simply.

Display *15*

Keys *16*

Input *17*

Menu-Guided Navigation *19*

Signals *20*

eud-0830/2.1 — I7.7 — 10.2008

Display

■ Display symbols and display text

New events such as a call in your absence, a new message or activated functions (e.g. Forwarding) are signalled on the display in the idle state by a symbol or a display text. You can then use the relevant Foxkey to call up the information.

>>

If more Foxkeys are available:
Press the >> Foxkey.

Retrieving detailed information:
Press the right navigation key.

Function activated:
The activated function or selected setting is indicated by a check mark.

End

Deleting the display text:
Press the *End* Foxkey.
⇨ The display returns to the idle state; the function remains activated.

Keys

Pressing a Key

A key may have various functions depending on the situation and the operating mode. The function activated depends on the number of times the key is pressed or whether it is pressed quickly or held down for a moment. Here are some examples:

Press the Foxkey.

<long>

Keep the Foxkey held down for a moment (about 2 seconds).

<2x short>

Press the key twice in quick succession.

Using the Foxkey

The Foxkey has variable functions. These functions are displayed above the key.

Several contacts are stored under the broad Foxkey, which means you need to press the Foxkey precisely under the function you want.

Press the Foxkey under the position where the display shows the function you want.

Using the expansion key module Aastra M535

The configurable keys of the expansion key module Aastra M535 can be operated as the other configurable keys. In addition, there are the following extensions:

- If you remove an Aastra M535 or if you modify the order of the connected expansion key modules, the keys configuration does not change.
- The *M535 display contrast* applies to all connected Aastra M535 expansion key modules.
- The *display's backlight setting* of the Aastra M535 is taken from the phone.
- Aastra M535 consists of 3 levels with 15 configurable keys each.

Shift key:
Allows to switch between the 3 levels. Press 1 x each to display the next level.

LED display:
Indicates which level is activated.

⇨ If, for example, you are on level 3 of the Aastra M535 expansion key module and an event occurs on level 1, the event is signalled by the red blinking LED in position 1.

Input

■ Enters digits

The digit keys are used to enter the digits 0 to 9.

■ Enter the letters

You can also use the digit keys to enter letters and special characters. A number of letters and special characters are assigned to each key.

To enter letters using the digit keys, you need to be in text mode. The text mode is activated automatically if the phone is expecting a text input. You can switch back and forth between number mode and letter mode during your input.

Switching between number mode and letter mode during your input:
Press Foxmenu> Foxkey *abc-->123* or *123-->abc*.

■ Digit keys

The characters are assigned to the digit keys as follows. Press the relevant digit key repeatedly until the character you want is displayed.

-.?1!,:;'"¿¡

A B C 2 Ä Æ Å Ç
a b c 2 ä æ å à ç

D E F 3 É
d e f 3 é è ê

G H I 4
g h i 4 ì

J K L 5
j k l 5

M N O 6 Ñ Ö Ø
m n o 6 ñ ö ø ò

P Q R S 7
p q r s 7 ß

T U V 8 Ü
t u v 8 ü ù

W X Y Z 9
w x y z 9

+ 0

@ * / ( ) < = > % £ $ € ¥ ª & §

<Space> #

Switching between Upper and Lower Case

You want to switch between upper and lower case while making an input in text mode.

Upper-case input is automatically activated when the first letter is entered. The text mode then automatically switches to lower-case input. You can use the Foxkey to switch manually between upper-case and lower-case input.

Switching between upper case and lower case in text mode:
Press Foxmenu > Fox key *a>A* and *A>a* respectively.

Correcting your Input

You notice you have entered a wrong digit or character. You can either delete the input one character at a time or cancel the entire input.

To delete the last character:
Press the correction key.

Note:
With the navigation key you can go straight to the character you want to delete.

End input without saving:
Press the End key.

Moving the Cursor

You want to go to a certain character for an input or correction.

With the navigation key you can move the cursor to the left or right.

Move the cursor with the horizontal navigation key.

Menu-Guided Navigation

■ Accessing the menu

The phone is in standby mode:

Menu

Press the *Menu* Foxkey.
⇨ The first menu entry is displayed.

Use the vertical navigation key to scroll through the menu entries.

Select

Press the *Select* Foxkey.
⇨ Accessing the displayed menu.

■ Navigating with the navigation key

You can retrieve a particular menu entry even more simply and efficiently using the navigation key. You can scroll vertically and horizontally through the different menu entries.

Horizontal navigation key:
Left: scrolls back through the menu.
Right: opens displayed menu, scrolls forward through the menu, retrieves detailed information.

Vertical navigation key:
Bottom: opens *Settings*, scrolls downwards in the list.
Top: opens *Activated features*, scrolls upwards in the list.

■ Undoing Actions

To cancel operating steps, proceed as follows:

End input without saving:
Press the End key.

Back to the idle state in the menu:
Press the End key.

Other navigation possibilities

Scrolling back through the menu:
Press the correction key.

Resetting activated features

You can deactivate again all the activated functions (e.g. Forwarding, Barring).

Menu

Press the *Menu* Foxkey.

Activated features

Scroll to *Activated features* and press the *Select* Foxkey.
⇨ All the activated functions are now displayed.

Reset/*Delete*

Reset or *Delete* the function in question.
⇨ The function is now deactivated.

Signals

Indicator LED Signals

Depending on the situation the indicator LEDs either flash or remain steadily lit.

Left LED flashes:
⇨ Phone is ringing.

Right LED flashes:
⇨ New Voice Mail, message, or callback received.

Supplementary features

The following sections explain the supplementary features provided by your phone for more efficient use.

Making and answering calls *22*

Using functions while in a call *31*

Organising absences from the desk *34*

Functions for special situations *39*

Setting functions by remote control *48*

Organisation Within the Team *49*

Line Keys *51*

eud-0830/2.1 — 17.7 — 10.2008

Making and answering calls

This section explains some convenient features provided by your phone for making a call.

Dialling by Name - Quickdial

You want to make a call by entering a name.

Requirement: The name and the corresponding call number are stored in one of the system's phone book or in an external phone directory connected to the system.

With Quickdial you only need to press the digit keys for each letter once, even though each key is assigned several letters. An efficient algorithm provides quick search results.

The surname and first name have to be separated by a space (**#** key), for example "no s" (6 6 **#** 7) for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

Notes:
- To be able to search in an external phone book using Quickdial, you need to press the ***** key or 0-key before entering the first letter.
- The response time may vary greatly depending on the size and the number of phone books connected.

Press each of the corresponding digit keys once for the first few letters of the name you are looking for.
⇨ For each letter, the display shows the corresponding digit, for example a "6" for the letter "n".

Press the phone book key.
⇨ The phone searches for matching users.

You may have to enter another letter before the name you want or a list of users is displayed.

Scroll through the list until the user you want is displayed. Select the phone number you want.

Pick up the handset.
⇨ The phone number displayed is dialled.

■ Dialling from the phone book

You want to search directly in one of the connected phone books.

The surname and first name have to be separated by a space, for example "no s" for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

To find out to create a new contact in your private phone book, refer to the Chapter "Creating a New Phone Book Entry", page 64.

Press the phone book key.

Search entry

Scroll to *Search entry* and press the *Select* Foxkey.
If required, enter the first few letters of the name you are looking for (first name and surname separated by a space) until the user or a list is displayed.
Notes:
- Text mode is activated automatically.
- Use the **#**key to enter spaces.

Scroll through the list until the user you want is displayed. Select the phone number you want.

Pick up the handset.
⇨ The phone number displayed is dialled.
Notes:
- The search function is not affected by upper/lower case and special characters.
- If the phone is unable to find a matching user, *List empty* will appear on the display.

Dialling from external phone books

If you select *Advanced search*, you can search directly in the connected external phone books. This function is not available if no external phone book is connected.

The surname, first name and town each have to be separated by a space, for example "no s so" for Noble Stephen in Solothurn. Ask your system administrator whether you should start with the surname or the first name.

Press the phone book key.

Advanced search

Scroll to *Advanced search* and press the *Select* Foxkey.
Enter the first few letters of the name you want (first and last name separated by a space).

Notes:

- Text mode is activated automatically.
- Use the #key to enter spaces.

If required, enter the first few letters of the town's name (name and town name separated by a space) until the user or a list is displayed.

Scroll through the list until the user you want is displayed.

Pick up the handset.
⇨ The phone number displayed is dialled.

Notes:

- The search function is not affected by upper/lower case and special characters.
- When searching in external phone books you must always enter portions of the first and last name and possibly of the town name.

Dialling from the Call List of Unanswered Calls

You want to call someone who has previously tried to reach you.

Your phone automatically stores the phone number of this user in a calllist and the display reads *Missed calls*. You can now call the person back using this call list.

The call list of unanswered calls contains a maximum of 10 entries.

Show

Calling a user back:
Press Foxmenu > Foxkey *Show*.
⇨ The display shows a list of the last unanswered calls.

Scroll through the list until the user you want is displayed.

Pick up the handset.
⇨ The phone number displayed is dialled. Once the call has been successfully connected, the entry is deleted from the call list.

End

Clearing the "Missed calls" display:
Press Foxmenu > Foxkey *End*.
⇨ Deletes the display. The entry remains stored in the list of the last unanswered calls, is displayed.

Note:
The call list of the unanswered calls can also be accessed via the menu (*Menu* > *Call lists* > *Unanswered*).

Dialling from the Call List of Answered Calls

You want to call back someone whose call you answered.

Your phone automatically stored the person's phone number on the list of answered calls. You can now call the person back using this call list.

The list of answered calls contains a maximum of 10 entries.

Menu

Press Foxmenu > Foxkey *Menu*.

Call lists

Scroll to *Call lists* and press the *Select* Foxkey.

Answered calls

Scroll to the *Answered calls* call list and press the *Ok* Foxkey.
⇨ The display shows the list of the last calls.

Scroll through the list until the user you want is displayed.

Pick up the handset.
⇨ The phone number displayed is dialled.

Dialling with Redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 10 entries.

Press the Redial key.
⇨ Redial list is displayed.

Press the Redial key several times or press the down navigation key to scroll through all the phone numbers you last dialled.

Pick up the handset.
⇨ The phone number displayed is dialled.

Selecting with a preconfigured Foxkey

You want to call someone whose phone number is stored under a Foxkey.

You can dial the person by pressing the corresponding position on the Foxkey.

To find out how to configure a Foxkey, refer to the Chapter "Configuring Keys", page 67.

Press the corresponding Foxkey.
⇨ The key's allocated function is shown on the display.

Pick up the handset.
⇨ The phone number displayed is dialled.

Dialling with a Configurable Key

You want to call someone whose phone number is stored under a configurable key.

You can dial the person by pressing the corresponding key.

To find out how to configure a configurable key, refer to the Chapter "Configuring Keys", page 67.

<1x short>

Activate the key's first allocated function:
Press the key once.
⇨ The key's first allocated function is displayed.

<2x short>

Activate the key's second allocated function:
Press the key twice in quick succession.
⇨ The key's second allocated function is displayed.

Pick up the handset.
⇨ The phone number is dialled.

Requesting a Callback

You want to talk to a certain person. The person is busy or does not answer. You can make callback requests to both internal and external users. Not all providers support this function.

If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialled directly.

If the called party does not answer, you can also request a callback. The user then obtains a message indicating your callback request on his display.

You called someone and hear the busy tone or the ring-back tone.

Callback

To activate a callback request:
Press Foxmenu > Foxkey *Callback*.

Put the handset on-hook.
⇨ The display shows *Call expected.*

End

Back to the idle state:
Press Foxmenu > Foxkey *End*.
⇨ Callback remains activated.

Note:
The call back is stored in *Menu* > *Activated features* as long as it was not answered or cancelled by the system.

Deactivate

Reset callback:
Press Foxmenu > Foxkey *Deactivate*.
⇨ Callback is deactivated.

Note:
You can only have 1 call back activated at a time and only 1 call back can be expected from you. Your callback request will automatically be cancelled by the system after about half an hour.

To answer the callback request

Someone has asked you to call back. You can tell this from the lit attention LED in the idle state. The display reads *Call back requested.*

Call

To answer the callback request:
Press Foxmenu > Foxkey *Call*.
⇨ The phone number is dialled.

Delete

Clear callback:
Press Foxmenu > Foxkey *Delete*.
⇨ Callback is deleted.

Note:
The call back can be changed via *Menu* > *Activated features* >Foxkey*Delete* or *Answer* as long as it was not answered or cancelled by the system.

Call Waiting on an internal user

You want to talk to an internal user. However, the person is busy.

As a result of your call waiting, the person hears a call waiting tone and your phone number or name appears on his display. The person can either answer or reject your call.

Requirement: It is essential that the internal user has not barred the Call waiting function on his phone (for configuration see the Chapter "Do not disturb/Call waiting/Intrusion/Announcement/Forward", page 63).

Ask your system administrator whether the Call waiting function is enabled on the system.

Call waiting

User is busy:
Press Foxmenu > Foxkey *Call waiting*.
⇨ You hear the dialling tone.

Note:
If the person rejects your call request or if call waiting is not possible, the call is, depending on the system's configuration, disconnected (busy tone) - or forwarded to a preconfigured destination .

Answering Call Waiting

You are in a call and hear the call waiting tone. Someone is urgently trying to reach you.

You can either answer, deflect or reject the call.

Answer

Answering the call:
Press Foxmenu > Foxkey *Answer*.
⇨ 1.Your original call partner is put on hold. You are now connected with the party who initiated the call waiting.

Note:
For more detailed information on how to broker between callers or set up a conference, please refer to the Chapters "Brokering between an Enquiry Call Party and Your Call Partner", page 31 and "Making a Conference Call", page 32 respectively.

Deflect

Deflect call:
Press Foxmenu > Foxkey *Deflect*.

<Phone number>

Enter the user's phone number and confirm with the *Ok* Foxkey.
⇨ Call-waiting party is put through.

Note:
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

Reject

Rejecting the call:
Press Foxmenu > Foxkey *Reject* or End key.
⇨ You remain connected with your first call partner. Depending on the system configuration the call-waiting party hears the busy tone- or he is forwarded to a preconfigured destination.

End call

Ending a current call:
Press Foxmenu > Foxkey *End call*.
⇨ 1. The first call is terminated. You are now connected with the party who initiated the call waiting.

Starting an Announcement

You want to address internal users directly via their loudspeaker – where available – , without waiting for a reply (similar principle to that of an intercom system).

Requirement: It is essential that the internal user has not barred his phone against announcement (for configuration see the Chapter "Do not disturb/Call waiting/Intrusion/Announcement/Forward", page 63).

Pick up the handset.

Announcement

Press Foxmenu > Foxkey *Announcement*.

<Destination>

Select destination (*User* or *Group*) and confirm *Ok* with the Foxkey.

<Phone number>

Enter the phone number and confirm with the *Ok* Foxkey.
⇨ User is made aware of the announcement by an acoustic signal. The display reads *Announcement:* You can now talk.

Note:
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

Or:
Press Foxmenu > *Menu* > *Call features* > *Announcement* > *User*/*Group* to start the announcement.

Receiving an Announcement

After an attention tone you will be addressed via your loudspeaker.

You can listen to the announcement or stop it.

To continue the announcement as a phone call:
Pick up the handset.
⇨ You are now connected to the person who initiated the announcement.

Note:
If the announcement was started to a group, all the other recipients of the announcement are excluded.

To stop the announcement:
Press the End key.

Private call with PIN

You want to make a private call on your phone or on a third-party phone.

With the aid of your PIN you can use any phone to make an external call with your own personal settings, even if that phone is locked for external calls. The called party's display shows your personal phone number and not the number of the phone from which you are making your call. Any call charges incurred will be charged to you.

The call number dialled is not stored in the last-number redial list.

1. Enter #46 followed by your internal call number.
2. Enter your PIN.
3. Enter the external call number directly, without the exchange access digit.
⇨ The phone is now enabled. The external user is called.

Pick up the handset.

Note:
The factory setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 60 or use */# procedure *47 (see "User's Guide */# Procedures"). If you have forgotten your PIN, your system administrator can reset it to the factory setting.

eud-0830/2.1 — I7.7 — 10.2008

Using functions while in a call

This section explains the different options provided by your phone while you are in a call.

■ Enquiry Call During a Call

You want to call someone else briefly without losing your current call partner. Then you want to resume your conversation with your original call partner.

With the *Enquiry call* function you can call someone else in the middle of a call and put your original call partner on hold. You can make enquiry calls to both internal and external users.

Enquiry call

You are making/taking a call:
Press Foxmenu > Foxkey *Enquiry*.

Enter the phone number of the enquiry call party.
⇨ Enquiry call party is called; 1st call partner is on hold.

Note:
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

End call

To end the enquiry call:
Press End key or Foxmenu > Foxkey *End call*.
⇨ You are now back through to your first call partner.

Notes:

- If your enquiry call party hangs up and you also go on-hook by mistake, you will hear a continuous ringing signal for 10 seconds to draw your attention to the person still on hold. If you press the Call key during the continuous ringing, you will be reconnected with your first call partner.
- If the other user does not answer, you can cancel the enquiry with Foxmenu > Foxkey *End call* and take back the first call.

■ Brokering between an Enquiry Call Party and Your Call Partner

You are talking with an enquiry call party and have your original call partner on hold. You want to be able to switch back and forth between the two.

In an enquiry call you can use the brokering function to switch back and forth between an enquiry call party and the party on hold. Brokering is possible with both internal and external users. You can also broker between conference parties as a group and an enquiry call party.

Brokering

Brokering:
Press Foxmenu > Foxkey *Brokering*.
⇨ Your call partner changes. The other call party is put on hold.

End call

To terminate the current connection:
Press Foxmenu > Foxkey *End call*.
⇨ Call party disconnected. Connected with the call party on hold.

Making a Conference Call

You are in a call and have a call party on hold at the same time. You want to include the party on hold in the conversation and hold a conference call.

With the conference function you can include a call party on hold in the current conversation. From the conference call you can initiate an enquiry call to someone else. You can broker between the parties of the conference and the enquiry call party.

Depending on the system, a conference call can consist of up to 6 conference participants. You can hold a conference call with internal and external users.

Conference

To connect the call party on hold:
Press Foxmenu > Foxkey *Conference*.
⇨ The call party on hold is now included in the call.

Note:
Depending on the system's configuration you may hear an attention tone.

Leaving a conference call:
Put the handset on-hook.
⇨ The other conference parties remain in the call.

Transferring a Call Partner

You want to put your call partner through to someone else.

With the *Enquiry call* function you can connect your call partner with someone else. You can connect internal and external users with one another.

Enquiry call

Press Foxmenu > Foxkey *Enquiry call*.
⇨ 1.Your original call partner is put on hold.

Enter the other party's phone number.
⇨ The other party is called.

Note:
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

Connecting with notification:
Wait until the person has answered the call. Announce the call party.

Connect

Put the handset on-hook or press Foxkey *Connect*.
⇨ 1.Your call partner and the other person are now connected with each other.

Note:
If the other user does not answer, you can cancel the enquiry with Foxmenu > Foxkey *End call* and take back the first call.

Connecting without notification:
Wait for the first ringing tone, then hang up.
⇨ The other party is then called directly by your first call partner.

Note:
Recall: If the other party does not answer, the call comes back to your phone.

eud-0830/2.1 — I7.7 — 10.2008

Parking a Call Partner

You want to put your call partner on hold without using a phone channel as a result.

You can park your call partner locally. A locally parked call partner can only be retrieved by the phone from which the function was initially carried out (applies only to communication systems prior I7.7). For communication systems beginning with I7.7 the call partner can be taken at each phone assigned to you.

You can also allocate the Park function to a freely configurable key (see Chapter "Configuring Keys", page 67).

Park

Press the *Park* Foxkey.
⇨ Your call partner is now parked locally; P is displayed.

Put the handset on-hook.

[P]

To retrieve a parked call party:
Press Foxmenu > Foxkey *[P]*.
⇨ Connected in hands-free mode.

To phone with the handset:
Pick up the handset.

Notes:

- With Foxmenu > Foxkey *End* the display returns to the idle state. As long as your call partner does not hang up, he remains parked. You can retrieve your parked call party using *Menu* > *Activated features* > Foxkey *[P]*.
- The */# procedure for central parking can be found in the "User's Guide */# Procedures".

Organising absences from the desk

This section explains the different options provided by your phone when you want to leave your desk.

Note:
A forwarding applies to all connected terminals .

Organising absences using the Absence Key

You want to leave your desk and set up your phone for your absence.

Your phone has an Absence key. It is factory set as a call forwarding unconditional key. By simply pressing the Absence key you can activate a call forwarding unconditional.

Configure the Absence key:
Enter the phone number of the user to which the call is to be forwarded.

Press the Absence key.
⇨ Call Forwarding is activated; LED is lit.

To activate the last forwarded destination:
Press the Absence key.
⇨ Call Forwarding is activated; LED is lit.

Note:
You can configure the Absence key like any other configurable key (see Chapter "Configuring Keys", page 67).

When you are back at your desk:
Press the Absence key.
⇨ The call forwarding unconditional is deactivated. The phone reverts to the idle state.

Forwarding Calls (Call forwarding)

You want to leave your desk. Calls for you are to be forwarded to a different destination (e.g. phone, Voice Mail, pager).

With Call Forwarding you can forward incoming calls directly to a different destination.

Menu

Press Foxmenu > Foxkey *Menu*.

Forwarding

Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding

Scroll to *Call Forwarding* and confirm *Ok* with the Foxkey.

User

Scroll to *User* and confirm *Ok* with the Foxkey.
Enter the user's phone number and confirm with the *Ok* Foxkey.
⇨ Forwarding is activated.

Notes:

- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- If a call is to be forwarded only when you are already in a call, select *Call forwarding busy*.
- You can also forward to your *Voice Mail* (see Chapter "Forward to Voice Mail", page 36), to a *Message* (see Chapter "Forwarding to a message", page 36) or to a *Pager*.
- You can deactivate forwarding using *Menu* > *Activated features* > *Deactivate* Foxkey.
- You can also activate forwarding by remote control, see Chapter "Setting functions by remote control", page 48.

■ Forwarding a Call on No Reply (CFNR)

You want calls that you receive on your phone to be forwarded to another destination.

Both your own phone and the other destination will then start ringing. The system configuration determines whether or not there is a ringing delay at the other destination. Whoever goes off-hook first, answers the call. Depending on the system configuration, Call Forwarding on No Reply can also be activated when your phone is busy.

Menu

Press Foxmenu > Foxkey *Menu*.

Forwarding

Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding on No Reply

Scroll to *Call Forwarding on No Reply* and confirm *Ok* with the Foxkey.

User

Scroll to *User* and confirm *Ok* with the Foxkey.
Enter the phone number of the destination to which your calls are to be forwarded and confirm *Ok* with the Foxkey.
⇨ Forwarding is activated.

Notes:

- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- You can also forward calls to your *Voice Mail* (see Chapter "Forward to Voice Mail", page 36) or to a *Pager*.
- You can deactivate forwarding using *Menu* > *Activated features* > *Deactivate* Foxkey.
- You can also activate forwarding by remote control, see Chapter "Setting functions by remote control", page 48.

Forward to Voice Mail

You cannot momentarily be reached on your phone. If you forward to your Voice Mail, a user can leave you a voice message.

You can use the global greeting or your own greeting (see Chapter "Configuring Voice Mail", page 66).

For more information on Voice Mail refer to the "Operating Instructions for the Voice Mail Systems Ascotel® IntelliGate® ".

Menu

Press Foxmenu > Foxkey *Menu*.

Forwarding

Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding

Scroll to *Call Forwarding* and confirm *Ok* with the Foxkey.

Voice Mail

Scroll to *Voice Mail* and confirm *Ok* with the Foxkey.
⇨ Forwarding is activated.

Notes:
- You can specify whether your Voice Mail should answer directly (*Call Forwarding*) or with a delay (*Call Forwarding on No Reply*), or only if you are already on the phone (*Call Forwarding Busy*).
- You can deactivate forwarding using *Menu* > *Activated features* > *Deactivate* Foxkey.
- A new Voice Mail message is signalled with a text message on the display and a lit indicator LED in the idle state.

Forwarding to a message

You cannot be reached on your phone. You want any internal user who calls you to get a text message. The subscriber hears the busy tone and obtains a text message on his display.

Requirement: The internal user must have a phone capable of receiving text messages. Users whose phone cannot receive text messages are put through to your phone or rerouted to a destination predefined within the system.

You can use one of the text messages stored in the system directly, modify it or create a new message.

Menu

Press Foxmenu > Foxkey *Menu*.

Forwarding

Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding

Scroll to *Call Forwarding* and confirm *Ok* with the Foxkey.

Message

Scroll to *Message* and confirm *Ok* with the Foxkey.

<Message>

Select one of the text messages stored in the system and press *Select* Foxkey.
Adapt or expand the text and confirm *Ok* with the Foxkey.
⇨ Forwarding is activated.

Note:
If you activate another forwarding, the message you have left on your phone will be deactivated.

Locking Your Phone

You need to leave your desk and want to ensure that no-one can alter your phone's settings, look at your private data, or make outside calls from your phone.

You can lock your phone with a PIN consisting of two to ten digits. You can modify this via menu (see chapter "Changing the PIN", page 60) or with */# procedure ***47** (see "User's Guide */# Procedures").

Menu

Press Foxmenu > Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

Barring

Scroll to *Barring* and press the *Modify* Foxkey.
⇨ You are prompted to enter your PIN.

<PIN>

Enter the PIN and confirm with the *Ok* Foxkey.

<Setting value>

Select the required type of barring and confirm *Ok* with the Foxkey.
⇨ The phone is now locked; 🔒 is displayed.
⇨ To lock all your terminals, execute the function code ***33*** <PIN> **#** (see "User's Guide */# Procedures") .

Note:
You can lock either just the configuration (*Configuration locked*) or the entire phone (*Phone locked*). With *Phone locked* your private data cannot be viewed and external calls can only be made from your phone in accordance with the system settings.

Unlocking Your Phone

You want to unlock your phone.

You can use the PIN to unlock your phone. If you have forgotten your PIN, your system administrator can reset it to the factory setting.

Menu

Press Foxmenu > Foxkey *Menu*.

Activated features

Scroll to *Activated features* and press the *Select* Foxkey.

<Barring>

Select the barring you want and press Foxmenu >Foxkey *Deactivate*.
⇨ You are prompted to enter your PIN.

<PIN>

Enter the PIN and confirm with the *Ok* Foxkey.

Free

Scroll to *Free* and confirm *Ok* with the Foxkey.
⇨ The phone is unlocked.
⇨ To unlock all your terminals, execute the function code **#33*** <PIN> **#** (see "User's Guide */# Procedures").

Functions for special situations

This section explains the different options provided by your phone to deal with special situations.

■ Deflect a call during the ringing phase

You do not want to answer a call yourself but deflect it to another user.

With the function *Deflect* you can deflect calls to an internal or external user or to the Voice Mail during the ringing phase.

Your phone is ringing and the indicator LED is flashing. To deflect the call, proceed as follows.

Deflect

Press Foxmenu > Foxkey *Deflect*.

<Phone number>

Enter the phone number and confirm with the *Ok* Foxkey.
⇨ The call is deflected to the desired user.

Notes:

- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- If the user you want to deflect to is busy, the call will not be deflected. The display reads *Busy* and your phone still rings.

■ Reject a call during the ringing phase

You do not want to answer a call.

You can reject a call already during the ringing phase

Reject

Press Foxmenu > Foxkey *Reject* or End key.
⇨ The connection is rejected and, depending on the system configuration, the caller obtains the busy tone- or he is forwarded to a preconfigured destination.

Send text messages

You want to send a written message to an internal user.

You can send a text message to an internal user. The text message will appear on the person's display.

Requirement: The internal user must have a phone capable of receiving text messages.

You can use one of the text messages stored in the system directly, modify it or create a new message.

Menu

Press Foxmenu > Foxkey *Menu*.

Text message

Scroll to *Text message* and press the *Select* Foxkey.

New

Scroll to *New* and press *Select* Foxkey.

<Message>

Select one of the text messages stored in the system and press *Select* Foxkey.

<Text>

Adapt or expand the text and press the *Send* Foxkey.

<Destination>

Select the destination and press the *Select* Foxkey.

<Phone number>

For user and group: Enter the call number and press the *Send* Foxkey.
⇨ The message is sent.

Note:
If the display reads *Not available*, the message could not be sent.

Read Text Messages

Your display shows *New message* and the envelope symbol. The right-hand indicator LED is lit.

Show

Press Foxmenu > Foxkey *Show*.
⇨ The display shows the sender and the date/time of the text message.

Read

Read Message:
Select the message you want and press Foxmenu >Foxkey *Read*.
⇨ If the message runs over several lines, use the navigation key to scroll.

Delete

To delete the message:
Press Foxmenu > Foxkey *Delete*.
⇨ The message is deleted; the next message is retrieved from the memory.

Or:
Press Foxmenu > *Menu* > *Text message* > *Inbox* to select the message and continue as described above.

Picking Up a Call

You hear a phone ringing in your vicinity and want to pick up the call.

With the *Pick up* function you can pick up the call from the other phone on your own phone.

Menu

Press Foxmenu >Foxkey *Menu*.

Call features

Scroll to *Call features* and press the *Select* Foxkey.

Pick up

Scroll to *Pick up* and confirm *Ok* with the Foxkey.

User

Scroll to *User* and confirm *Ok* with the Foxkey.
⇨ The display shows the number of the phone from which you last picked up a call.

<Phone number>

Enter the number of the phone from which you want to pick up the call and confirm with the *Ok* Foxkey.
⇨ You are now through to the caller.

Using the DTMF Mode. Activating/deactivating DTMF

You want to be able to use your phone to control other equipment or to access certain services, such as remote polling of an answering machine or telebanking. For these services you need the DTMF mode.

In the DTMF mode each key press generates a tone. If for example you key in a call number during a call, your call partner will hear the tone signals.

You can specify whether the DTMF mode should be generally activated or deactivated (see Chapter "Configuring the DTMF mode", page 59). DTMF is activated as the default dialling mode.

If the DTMF mode is generally deactivated, you can activate it and deactivate it again temporarily during a call.

You're in a call and the DTMF mode is generally deactivated. You want to activate the DTMF mode temporarily.

DTMF

Press Foxmenu > Foxkey *DTMF*.
⇨ The display shows *Enter number DTMF*. You can now enter the DTMF characters.

Deactivate

Resetting DTMF mode:
Press Foxmenu > Foxkey *Deactivate*.

Note:
When you hang up, the DTMF mode is automatically deactivated again.

Making a call on a third-party phone

You want to make a call on a third-party phone using your personal settings, for example on a colleague's phone or in a meeting room.

You can activate a third-party phone to make an internal or external call using your personal settings, even if the phone is locked for external calls.

You can activate the phone for a business or private call.

Once you have activated the phone using a */# procedure and your PIN, dialling by your private phone book is available.

The called party's display shows your personal phone number and not the number of the phone from which you are making your call.

Any call charges incurred will be charged to you.

1. Enter **#**36.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the internal or external phone number with the exchange access digit.

Pick up the handset.
⇨ The phone number displayed is dialled.

Note:
When you hang up, dialling by name and your private phone book remain available for a whole minute so you can make another call.

Or:
1. Enter **#**46 for a private call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the external call number directly, without the exchange access digit.
5. Pick up the handset.
   ⇨ The phone is now enabled; the external user is called.

Note:
The factory setting "0000" is not accepted. First change the PIN (see Chapter "Changing the PIN", page 60) or using the */# procedure *****47 (see "User's Guide */# Procedures"). If you have forgotten your PIN, your system administrator can reset it to the factory setting.

Paging an Internal User

You are unable to reach an internal user and thus want to page them.

If the system is equipped with a paging system (PS), the person can be paged. The paged person can answer from any phone.

Menu

Press Foxmenu > Foxkey *Menu*.

Call features

Scroll to *Call features* and press the *Select* Foxkey.

Page

Scroll to *Page* and confirm *Ok* with the Foxkey.

<Phone number>

Enter the phone number f the person to be paged and confirm with the *Ok* Foxkey.
⇨ The person is paged and sees your phone number on the pager.

Answer the pager

Your pager is ringing and shows the phone number of the person trying to reach you.

You can answer from any internal phone.

Menu

Press Foxmenu > Foxkey *Menu*.

Call features

Scroll to *Call features* and press the *Select* Foxkey.

Pick up

Scroll to *Pick up* and confirm *Ok* with the Foxkey.

Pager

Scroll to *Pager* and confirm *Ok* with the Foxkey.

<Phone number>

Enter your own phone number and confirm with the *Ok* Foxkey.
⇨ You are now connected with the person who is trying to reach you.

Note:
You can also answer a pager with the */# procedure *82.

eud-0830/2.1 — I7.7 — 10.2008

Answering a General Bell

Via the general bell, you hear either your personal ringing pattern or the general ringing signal. Calls with the general bell as the destination can be signalled visually or acoustically via an external piece of supplementary equipment. The call can be answered on any terminal.

Ask your system administrator whether a general bell is set up.

You can answer from any internal phone.

Menu

Press Foxmenu > Foxkey *Menu*.

Call features

Scroll to *Call features* and press the *Select* Foxkey.

Pick up

Scroll to *Pick up* and confirm *Ok* with the Foxkey.

General bell

Scroll to *General bell* and confirm *Ok* with the Foxkey.

<Phone number>

Enter your own phone number and confirm with the *Ok* Foxkey.
⇨ You are now connected with the person who is trying to reach you.

Note:
You can also answer a general bell with the */# procedure *83.

Activating/Deactivating a Discreet ring

You do not want to be disturbed by your phone ringing. However, you do not want to switch off your phone.

Discreet ringing is available on your phone as an alternative to the usual ringing. If discreet ring is activated, the phone rings only once.

This function must be stored under a Foxkey or a function key (see Chapter "Configuring Keys", page 67).

In the idle state:
Press the function key for *<Discreet ring>*.
⇨ is displayed.

Suppressing your call number from your called party's terminal display

You do not want your call number to appear on the terminal display of a called party in the public network.

You have two possibilities:

- If you never want the phone number to be displayed, set *CLIR permanently*.
- To suppress your call number display for certain calls only, select the function *CLIR per call* before dialling your party's call number.

This function must be stored under a Foxkey or a function key (see Chapter "Configuring Keys", page 67).

You can also execute the function with a */# procedure (see "User's Guide */# Procedures").

Before the call:
Press the function key for <*CLIR*>.

Notes:
- CLIR works only with external calls.
- This feature depends on the range of services offered by your provider.

Tracking a Malicious Call

Your are being threatened or molested by a call. You want to identify the caller.

Using the MCID function (*MCID*: Malicious Call Identification), the provider records the following call data: Your phone number, the caller's phone number, and the date and time of the call.

MCID has to be enabled by your provider. Your provider will inform you about accessing the recorded call data.

This function must be stored under a Foxkey or a function key (see Chapter "Configuring Keys", page 67).

During a call:
Press the function key for MCID (*MCID*).

After the call do not hang up: press the function key for MCID (*MCID*) while you hear the busy tone.

Personal call routing

You wan to specify which of your terminals shall ring when you receive a call.

If your system administrator has set up a phone number with several terminals for you as well as the 5 call routings, you can specify which of your terminals shall signal a call by using the personal call routing. Your system administrator can set up up to 5 call routings. You can only answer a call on terminals where the call is signalled. Contact your system administrator for more information.

You can activate a call routing for all terminals. If you have not configured a call routing, the factory setting (all terminals are ringing) is used as standard.

This function must be stored under a Foxkey or a function key (see Chapter "Configuring Keys", page 67).

Configuring personal call routing:
Configuring function key and selecting function:
Personal call routing Activating a call routing.
Personal call routing menu: Overview menu.

Activating personal call routing in idle state:
Press the function key for *<Call routing>*.
⇨ Personal call routing is activated.

Deactivating personal call routing in idle state:
Press the function key for *<Call routing>*.
⇨ Personal call routing is deactivated and the default setting activated.
Or:
You can deactivate the *Personal call routing* using *Menu* > *Activated features* > *Deactivate*.

Ring Alone

You want to specify which of your terminals shall ring acoustically when you receive a call.

When your system administrator has set up a phone number with several terminals, you can define on which terminal a call shall acoustically be signalled using Ring Alone.

When you have activated Ring alone on a terminal, the acoustic ringing tone is deactivated for all other terminals (♫). An incoming call is signalled in the display of all terminals. You can answer the call on each of your terminals.

Note:
When you have activated ring alone but deactivated the personal call routing for a terminal in parallel, an incoming call is not acoustically but only visually signalled.

This function must be stored under a Foxkey or a function key (see Chapter "Configuring Keys", page 67).

In the idle state:
Press the function key for *<Ring Alone>*.
⇨ Ring Alone is activated/deactivated.

Setting functions by remote control

This section explains how you can alter your phone's settings even if you are not directly at your phone.

You are not at your desk and want to set various functions on your phone from a different phone.

You can activate/deactivate many of your phone's functions by remote control from a different phone.

The remote control is initiated using a special */# procedure. You can then enter the function commands and */# procedures.

Using remote control from a third-party phone:

1. Enter */# procedure **#**36.
2. Enter your phone number.
3. Enter your PIN.
4. Enter the */# procedure for activating/deactivating the function you want.

Pick up the handset.

⇨ You hear the acknowledgement tone.

Put the handset on-hook.

⇨ The function is now activated/deactivated.

Note:

The factory setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 60 or use */# procedure *****47 (see "User's Guide */# Procedures"). If you have forgotten your PIN, your system administrator can reset it to the factory setting.

Organisation Within the Team

This section explains the different options provided by your phone to communicate in a team.

Using the Team Key

You and your team partners want to be reachable at all times as a team and be able to communicate with one another as quickly as possible.

By pressing a single key you can call a team partner or answer a call for anyone in the team.

When a team partner makes a call, the corresponding Team key lights up; this tells you when a team partner is busy. The Team key flashes to indicate that the team partner is receiving a call.

If, for example, level 3 of the expansion key module Aastra M535 is activated and the Team key on level 1 receives a call, the call is signalled by the red blinking LED in position 1. For more information about the Aastra M535 expansion key module, please refer to chapter "Using the expansion key module Aastra M535", page 16.

Calling a Team Partner

You want to call a team partner as quickly as possible.

Requirement: You have configured a configurable key as a Team key and stored the team partner's phone number under it (see Chapter "Configuring Keys", page 67).

Press the Team key for the team partner.
⇨ The phone number and possibly the name of the team partner appear on the display. The team partner is called.

Substituting for a Team Partner

Your team partner is called. The Team key flashes. You know that your team partner is not at his desk at present and therefore decide to answer the call.

You can answer the call using the Team key. As soon as you have answered the call, your team partner is free again.

While the Team key is flashing:
Pick up the handset.
⇨ You hear the dialling tone.

Press the Team key.
⇨ You are through to the person who is calling your team partner.

Note:
Depending on the Team key's configuration, you are immediately connected with your team partner's caller as soon as you pick up the handset.

Starting an Announcement to a Team Partner

You want to tell a team partner something without waiting for a reply.

With the Team key you can initiate an announcement to a team partner.

Requirement: It is essential that the team partner has not barred his phone against announcement (for configuration see the Chapter "Do not disturb/Call waiting/Intrusion/Announcement/Forward", page 63).

Initiating an announcement to a team partner using a handset:
Pick up the handset.
⇨ You hear the dialling tone.

<2x short>

Press the Team key for the team partner twice in quick succession.
⇨ You hear the acknowledgement tone. The display reads *Announcement:*
You can now talk.

<2x short>

Initiating an announcement to a team partner using hands-free mode:
Press the Team key for the team partner twice in quick succession.
⇨ You hear the acknowledgement tone. The display reads *Announcement:*
You can now talk.

Note:
Depending on the Team key's configuration, you are immediately connected with your team partner's caller as soon as you pick up the handset.

eud-0830/2.1 — I7.7 — 10.2008

Line Keys

This section explains the different options provided by your phone, if your system administrator has assigned you one or more configurable keys as Line keys. Line keys turn your phone into a key phone.

A line has a number which can be used to make an external or internal call. One or usually several phones can be connected to this line, for example, in a travel agent's all the staff assigned to handling Europe as a travel destination. A Line key has an LED to indicate the line's status and lets you answer calls on that line.

If, for example, level 3 of the expansion key module Aastra M535 is activated and the Line key on level 1 receives a call, the call is signalled by the red blinking LED in position 1. For more information about the Aastra M535 expansion key module, please refer to chapter "Using the expansion key module Aastra M535", page 16.

If your phone has one or more Line keys, the configurable key at the very top is always your personal Line key (applies only to communication systems prior to I7.5). For communication systems as of I7.6 you can freely choose your personal key.

Answering a Call on a Line Key

You are called on one or more Line keys. The line key(s) flash rapidly. You want to answer the call on one of the Line keys.

Press the Line key with the call you want to answer. If you pick up the receiver without pressing a Line key, you are connected with the call on the line with the highest priority.

Pick up the handset.
⇨ Connection with the line with the highest priority.

Or:

- Press the Line key.
  ⇨ The line is selected.
- Pick up the handset.
  ⇨ Connection with the selected line.

Notes:

If you keep the line key pressed down for approx. 2 seconds while it is lit, the caller's phone number is displayed.

Making Calls using the line key

You want to make a call via a Line key.

You can make a call via any free Line key. Each Line key has its own phone number; in other words when you make a phone call you transfer the phone number belonging to the active Line key.

The call charges are recorded separately for each Line key.

Enter the phone number.

Press a free Line key.
⇨ The Line key lights up. The line is selected.

Pick up the handset.
⇨ The phone number is dialled.

Note:
Depending on the configuration of a line key the caller is called directly in hands-free mode.

Park call on line key

You are connected with your call partner via a Line key and decide to park the party.

You can park your call partner on the current Line key.

Park

Press the *Park* Foxkey.
⇨ The Line key flashes slowly.

To retrieve a parked call:
Press the relevant line key.
⇨ You are now back through to the parked call partner.

Switching active lines

You are in a call and want to answer a call on another Line key or make a call.

You can switch lines by pressing a key. The active call is automatically parked locally.

Parking the call and switching lines:
Press the Line key you want.
⇨ The active call is parked. The call on the selected line is activated.

To retrieve a parked call:
Press the relevant line key.
⇨ You are now back through to the parked call partner.

Note:
You cannot take a call on a line between two other call parties by pressing the corresponding Line key.

Personalizing Your Phone

These sections explain how to adapt the phone's basic settings to suit your personal requirements.

Display *54*

Setting the Ringing Properties (Audio) *55*

Hands-free and headset settings *57*

General settings *59*

Protection *63*

Phone Book Management *64*

Configuring Voice Mail *66*

Configuring Keys *67*

Configuring Line Keys *71*

Formulating Functions *73*

eud-0830/2.1 — 17.7 — 10.2008

Display

This section explains how to set display properties.

Setting the display

You may find the display is too bright or too dark.

You can adjust the *display contrast*.

Menu

Press the *Menu* Foxkey.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Display

Scroll to *Display* and press the *Select* Foxkey.

<Display setting>

Scroll to the required display settings and press the *Modify* Foxkey.

<Setting value>

Select the required setting and confirm with the *Ok* Foxkey.
⇨ The setting is stored.

Setting the Aastra M535 display

You can adjust the *M353 display contrast*.

The backlight setting for the display of the Aastra M535 is taken from the phone.

Menu

Press the *Menu* Foxkey.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Display

Scroll to *Display* and press the *Select* Foxkey.

<Display setting>

Scroll to the required display settings and press the *Modify* Foxkey.
Select the required setting and confirm with the *Ok* Foxkey.
⇨ The setting is stored.

eud-0830/2.1 — I7.7 — 10.2008

Setting the Ringing Properties (Audio)

This section explains how to set your phone's ringing tone properties.

Setting the ringing volume during ringing

You want to adjust the ringing volume.

You can adjust the ringing volume while the phone is ringing.

Quieter: Press the –-key.

Louder: Press the +-key.

Setting the Volume during a Call

You want to adjust the volume while in a call.

This automatically adjusts the volume of the handset and loudspeaker.

The new volume will remain stored even after the call is ended.

Quieter: Press the –-key.

Louder: Press the +-key.

Setting the Ringing Properties

You want to change the way in which your phone rings.

You can set the *ringing volume*, the *ringing melody* and the *speed*.

Note:
Please note that the ringing volume may be reduced if Aastra 5370 is not connected to the power supply.

Menu

Press the *Menu* Foxkey.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Audio

Scroll to *Audio* and press the *Select* Foxkey.

<Audio setting>

Scroll to the required audio settings and press the *Modify* Foxkey.

<Setting value>

Select the required setting and confirm with the *Ok* Foxkey.
⇨ The setting is stored.

Note:
To list to all the settings, use the *Test* Foxkey.

Hands-free and headset settings

This section explains other ways in which you can make calls with your phone.

Automatic Hands-Free Mode

You want to answer a call without picking up the handset or pressing a key.

You can choose whether your phone should immediately and automatically activate hands-free operation after one ring, for internal calls or announcements.

Menu

Press the *Menu* Foxkey.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Audio

Scroll to *Audio* and press the *Select* Foxkey.

Autom. Hands-free

Scroll to *Automatic hands-free* and press the *Modify* Foxkey.

<Setting value>

Select the setting value for which you want to switch automatically to hands-free and confirm *Ok* with the Foxkey.
⇨ The setting is stored.

To activate headset operation

You have connected a headset and now want to activate the headset mode.

A headset can be connected in parallel with the handset. You can switch the headset mode on and off.

If you answer a call in headset mode using the Call key or Loudspeaker key, the call is provided on the headset. Alternatively you can also answer the call by picking up the handset.

This phone supports wireless headsets based on the DHSG standard, which allows you to set up and to end calls from the headset. Ask your dealer which headsets are particularly well suited for this phone.

Note:
To find out how to make phone calls with the headset, refer to the Chapter "Using a Headset", page 13.

Menu

Press the *Menu* Foxkey.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Audio

Scroll to *Audio* and press the *Select* Foxkey.

Headset

Scroll to *Headset* and press the *Modify* Foxkey.

<Setting value>

Activate/deactivate the headset mode and confirm with the *Ok* Foxkey.
⇨ The microphone is now deactivated, 🎧 is displayed.

General settings

This section explains other settings you can make on your phone.

■ Selecting the language

The display text is not in the language you want.

You can select a different language. The menu item under which you select your language is marked by an "*" in front of the word for "language" in the language of your choice, e.g. "*Language" for English.

Menu

Press the *Menu* Foxkey.

<*Language>

Scroll to **Language* and press the *Modify* Foxkey.
⇨ The set language is displayed with ☑.

<Setting value>

Select the required language and confirm with the *Ok* Foxkey.
⇨ The display text appears in your selected language.

■ Configuring the DTMF mode

You want to decide whether the DTMF mode is to be activated or deactivated as default on your phone.

Menu

Press the *Menu* Foxkey.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

DTMF

Scroll to *DTMF* and press the *Modify* Foxkey.

<Setting value>

Activate or deactivate DTMF and confirm *Ok* with the Foxkey.
⇨ The setting is stored.

Changing the PIN

You want to change the PIN used to lock/unlock your phone (see Chapter "Locking Your Phone", page 37 and "Unlocking Your Phone", page 38).

The factory setting is digit combination "0000"; you can select any 2 to 10-digit combination for your new PIN.

If you have forgotten your PIN, your system administrator can reset it to the factory setting.

Note:
Your PIN applies to all your terminals .

Menu

Press the *Menu* Foxkey.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

PIN

Scroll to *PIN* and press the *Modify* Foxkey.
⇨ The display reads *Old PIN*.

<Old PIN>

Enter the old PIN and confirm with the *Ok* Foxkey.
⇨ The display reads *New PIN*.

<New PIN>

Enter the new PIN and confirm with the *Ok* Foxkey.
⇨ The display reads *Confirm*.

<New PIN>

Enter the new PIN a second time and confirm with the *Ok* Foxkey.
⇨ The new PIN is stored.

Notes:
- For each digit entered, the display shows an "*".
- You can also change the PIN with */# procedure *47 (see "User's Guide */# Procedures").

eud-0830/2.1 — I7.7 — 10.2008

Entering the Display Text for the Idle State

You want to change the text displayed by your phone in the idle state.

In addition to the date and time you can enter a personal text for the text displayed in the idle state.

Menu

Press the *Menu* Foxkey.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

Idle text

Scroll to *Idle text* and press the *Modify* Foxkey.

<Text>

Enter the text and confirm with the *Ok* Foxkey.
⇨ The text is stored.

Notes:

- The text mode for letter input is automatically activated.
- You can use the Correction key to delete any incorrect character.

Identifying the communication system

This terminal can be connected to different Aastra communication systems. You can verify to which system your terminal is connected to.

Menu

Press the *Menu* Foxkey.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

Own ID

Scroll to *Own ID* and press the *Select* Foxkey.
⇨ Name, call number and communication system are displayed.

Local IP settings (Aastra 5370ip)

The IP-relevant data for your phone is stored in this menu. The input of this data is password-protected; it can therefore only be carried out by your system administrator. You can however call up the data.

Menu

Press the *Menu* Foxkey.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

Local settings

Scroll to *Local settings* and press the *Select* Foxkey.
⇨ IP-relevant settings retrievable.

eud-0830/2.1 — I7.7 — 10.2008

Protection

This section explains how you can protect yourself against certain types of call.

■ Do not disturb/Call waiting/Intrusion/Announcement/Forward

You want to protect yourself against certain types of calls.

You can set your phone so that these functions are not permitted on it. Ask your system administrator whether these functions are enabled on the system.

Menu

Press the *Menu* Foxkey.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Protection

Scroll to *Protection* and press the *Select* Foxkey.

<Protection setting>

Scroll to the required protection settings and press the *Modify* Foxkey.

<Setting value>

Select the required setting and confirm with the *Ok* Foxkey.
⇨ The setting is stored.

Note:
You can deactivate an activated protection using Foxmenu > *Menu* > *Activated features* > Foxkey *Deactivate*.

Phone Book Management

This section explains how to create a new entry in the phone book and how to edit or delete an entry.

Creating a New Phone Book Entry

You want to store your own phone numbers. You can store your own phone numbers in the private phone book.

You may store several phone number entries (business, private, mobile) to one contact. Define one of these numbers as default phone number to be used when you do not pick a specific entry.

For the system (PBX, OIP, Microsoft Outlook, TwixTel) to identify an external number it is recommended to store the number in canonical format (+Country Code (Region Code) Phone Number). Press the * key to insert +. You can store the phone number in one of the following formats:

- 0-004132655xxxx
- 004132655xxxx
- 9-004132655xxxx
- +41 (32) 655xxxx

Press the phone book key.

Private contacts

Scroll to *Private contacts* and press the *Select* Foxkey.

New

Press Foxmenu > Foxkey *New*.

Save

Enter your contact data (name, business, mobile, private).
Use the navigation key to scroll between the entries.
Press the End key if you want to close the entry without saving.
Confirm with the *Save* Foxkey.

Specify the selected phone number as default number using the *Default* Foxkey.
⇨ The contact is now stored.

Editing or deleting a phone book entry

You want to modify a phone number stored on your private phone book.

Note:
You cannot modify entries in other phone books.

Press the phone book key.

Private contacts

Scroll to *Private contacts* and press the *Select* Foxkey.

<Entry>

To change an entry:
Select the entry you want and press Foxmenu > Foxkey *Edit*.

<Name, number>

Modify the contact data and confirm with the *Ok* Foxkey.

<Entry>

To delete an entry:
Select the entry you want and press Foxmenu >Foxkey *Delete*.
⇨ The entry is now deleted.

Storing the phone number in the phone book from the call list

You want to store a phone number from one of the call lists in your private phone book.

You can add a phone number to an existing contact or create a new contact.

Menu

Press the *Menu* Foxkey.

Call lists

Scroll to *Call lists* and press the *Select* Foxkey.

<Call list>

Select the call list and the user you want and press the *Save* Foxkey.

<Entry>

Adding to existing contact:
Press the *Add to existing contact* Foxkey, select the contact and number type you want and confirm with the *Save* Foxkey.

<Entry>

Adding new contact:
Press the *Add new contact* Foxkey, select the number type you want and confirm with the *Save* Foxkey.

eud-0830/2.1 — I7.7 — 10.2008

Configuring Voice Mail

This section explains how to set your Voice Mail.

Personal greeting

You have the possibility of recording up to three different greetings. If no personal greeting is activated or if none is available, the global greeting is activated automatically, provided it has been recorded. Contact your system administrator for more information.

Menu

Press the *Menu* Foxkey.

Voice Mail

Scroll to *Voice Mail* and press the *Select* Foxkey.

<Greeting>

Recording a greeting:
Select the greeting you want and press Foxmenu >Foxkey *Record*.
⇨ Now record your personal greeting text.

Note:
You can improve the voice quality by recording the text through the handset.

<Greeting>

Listening to the greeting:
Select the greeting you want and press Foxmenu >Foxkey *Listen*.
⇨ You can monitor your personal greeting text and re-record it if necessary.

<Greeting>

Select the greeting:
Select the greeting you want and confirm with Foxmenu>Foxkey *Ok*.
⇨ The announcement last recorded is automatically activated.

Notes:

- To find out how to configure call forwarding to your Voice Mail, refer to the Chapter "Forward to Voice Mail", page 36.
- More information on Voice Mail can be found in the "Operating Instructions for the Voice Mail Systems Ascotel® IntelliGate®".

eud-0830/2.1 — I7.7 — 10.2008

Configuring Keys

This section explains how to assign phone numbers and functions to a Foxkey or configurable key.

Available keys

You can store phone numbers or functions under two different keys:

a configurable key – accessible at all times

directly on the Foxkey itself – retrievable only in the idle state

You can assign each key with a specific type so you can trigger a particular action by simply pressing that key. Choice available:

Number key: To store the phone number;

Function key: Activate/deactivate function;

Team key Organisation within the team;

Line key: Setting up a key phone (Line keys must be set up by your system administrator).

Note:
For more information about the Aastra M535 the expansion key module, see chapter "Using the expansion key module Aastra M535", page 16 and "Expansion key module Aastra M530/M535 (optional)", page 85.

eud-0830/2.1 — I7.7 — 10.2008

Store a phone number under a key – number key

You want to retrieve a frequently used phone number with a single keystroke rather than enter it digit by digit.

On each Foxkey you can store one number and name, and on each configurable key you can store two call numbers and the associated names. The key automatically becomes a number key.

To store a phone number under the Foxkey:

Menu

Press the *Menu* Foxkey.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Foxkey

Scroll to *Keys* > *Foxkey* and press the >*Select* Foxkey.
⇨ Display shows choice of key types.

Number key

Scroll to *Number key* and press the *Select* Foxkey.
Enter phone number and name and confirm with the *Ok* Foxkey.
⇨ The allocated function is stored.

To store a phone number under a configurable key:

<long>

Press the key and hold it down for a moment.
⇨ Display shows choice of key types.

Number key

Scroll to *Number key* and press the *Select* Foxkey.
Enter phone numbers and names and confirm with the *Ok* Foxkey.
If you have an Aastra M535 expansion key module connected, you can also select the number type (*business number*, *mobile number* or *private number*).

Notes:

- The text mode for letter input is automatically activated.
- You can use the Correction key to delete any incorrect character.
- You can store only one call number on a configurable key of the Aastra M535 expansion key module.

eud-0830/2.1 — I7.7 — 10.2008

Store a function under a key– function key

You want to retrieve a frequently used function - for example "call forwarding on no reply" - using a single keystroke rather than having to enter it by hand. Usually the function is assigned so that you:

- activate the function with the first keystroke – key-LED lit,
- and deactivate the command again with a second keystroke - key-LED off.

Storing a function under the Foxkey:

Menu

Press the *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Foxkey

Scroll to *Keys* > *Foxkey* and press the *Select* Foxkey.
⇨ Display shows choice of key types.

Function key

Scroll to *Function key* and press the *Select* Foxkey.
⇨ The currently set function is displayed with ☑.

<Function>

Select the function you want and press the *Select* Foxkey.
⇨ The further prompting depends on the function (see Chapter "Supplementary features", page 21). Once you have made all the settings, the function is stored under the key.

Note:
Besides the predefined functions you can also define your own function. For more information please refer to the Chapter "Function Commands", page 73.

To store a function under a configurable key:

Press the key and hold it down for a moment.
⇨ Display shows choice of key types.

Function key

Scroll to *Function key* and press the *Select* Foxkey.
⇨ The currently set function is displayed with ☑.

<Function>

Select the function you want and press the *Select* Foxkey.
⇨ The further prompting depends on the function (see Chapter "Supplementary features", page 21). Once you have made all the settings, the function is stored under the key.

Note:
Besides the predefined functions you can also define your own function. For more information please refer to the Chapter "Function Commands", page 73.

Storing a Team Partner under a Key– team key

Together with other members you wish to organise yourself into a team so that on the one hand you can always be reached as a team and, on the other, to ensure mutual substitution. You can configure a configurable key as a Team key and then assign it to a team partner. One team key is configured for each team member, allowing you:

- to call one another with a single keystroke;
- to answer an incoming call for another team member with a single keystroke;
- and to select whether the flashing team key should be complemented by a ringing tone whenever a team partner is called. You can configure a ringing delay for the ringing tone;
- to choose between answering directly using automatic hands-free operation, picking up the handset, and pressing the Team key.

The following audio settings are possible: *Ringing*, *Melody*, *Speed*, *Answer*.

Notes:
- A team key can only be allocated to a configurable key.
- To find out how to use a Team key, refer to the Chapter "Using the Team Key", page 49.

<long>

Press the configurable key and hold it down for a moment.
⇨ Display shows choice of key types.

Team key

Scroll to *Team key* and press the *Select* Foxkey.

<Phone number, name>

Entering or editing phone number. If the user is stored in the system, the name is automatically entered. Confirm with the *Ok* Foxkey.
⇨ The display shows the properties with which you can configure the team key.

<Audio settings>

Set the Audio settings:
Scroll to the required audio settings and press the *Modify* Foxkey. Select the required setting and confirm with the *Ok* Foxkey.
⇨ The setting is stored.

Setting possibilities for ringing:
- *Off* for no ringing tone, *On* for instant ringing tone, and ringing tone *Del 10s*, *Del 20s* and *Del 30s* and confirm *Ok* with the Foxkey.
- You can listen to each setting using the *Test* Foxkey.

Answer

Setting the answering mode:
Scroll to *Answer* and press the *Modify* Foxkey.
Select the required setting and confirm with the *Ok* Foxkey.
⇨ The setting is stored.

Setting possibilities for answering:
Key to answer the call by pressing the line key, *Handset* to answer by picking up the handset, and *Hands-free* to answer automatically with hands-free.

Notes:
- The *Handset* and *Hands-free* settings only work when the ringing signal is activated.
- If you select answer using *Handset* or *Hands-free*, you must also specify the *Priority*, with 1 being the highest priority, and 8 the lowest:

■ Clearing a Key

You want to clear the assignment made to a configurable key.

The *No function* function is provided specifically for this purpose.

<long>

No function

To clear the Foxkey:
Press the Foxkey with a long keystroke.
⇨ The display shows the key type.
Scroll to *No function* and confirm *Ok* with the Foxkey.
⇨ The key configuration is cleared.

<long>

No function

To clear a configurable key:
Press the configurable key and hold it down for a moment.
⇨ The display shows the key type.
Scroll to *No function* and confirm *Ok* with the Foxkey.
⇨ The key configuration is cleared.

Configuring Line Keys

This section explains how to adapt your Line key settings to suit your personal requirements.

Your system administrator will determine whether your phone has Line keys.

■ Setting the Response of a Line Key

You want to set the response of a line key.

You can choose whether you also want a ringing signal in addition to the flashing Line key when you receive a call on a Line key. You can configure a ringing delay for the ringing tone.

To answer a call you can choose between answering directly by pressing the Line key, picking up the handset, and using automatic hands-free operation.

Answering an external call using automatic hands-free operation is not available.

The following audio settings are possible: *Ringing*, *Melody*, *Speed*, *Answer*.

Notes:
- A line key can only be allocated to a configurable key.
- To find out how to use a line key, refer to the Chapter "Making Calls using the line key", page 52.

<long>

Press the Line key you want and hold it down for a moment.
⇨ The display shows the line key and the properties with which you can configure the line key.

Note:
The Personal key is also treated as a line key.

Line key

Scroll to *Line key* and press the *Select* Foxkey.

<Audio settings>

Set the Audio settings:
Scroll to the required audio settings and press the *Modify* Foxkey. Select the required setting and confirm with the *Ok* Foxkey.
⇨ The setting is stored.

Setting possibilities for ringing:
- *Off* for no ringing tone, *On* for instant ringing tone, and ringing tone *Del 10s*, *Del 20s* and *Del 30s* and confirm *Ok* with the Foxkey.
- You can listen to each setting using the *Test* Foxkey.

Answer

Setting the answering mode:
Scroll to *Answer* and press the *Modify* Foxkey.
Select the required setting and confirm with the *Ok* Foxkey.
⇨ The setting is stored.

Setting possibilities for answering:
Key to answer the call by pressing the line key, *Handset* to answer by picking up the handset, and *Hands-free* to answer automatically with hands-free.

Notes:
- The *Handset* and *Hands-free* settings only work when the ringing signal is activated.
- If you select answer using *Handset* or *Hands-free*, you must also specify the *Priority*, with 1 being the highest priority, and 8 the lowest:

eud-0830/2.1 — l7.7 — 10.2008

Formulating Functions

This section explains how to activate an individual function, for example call forwarding unconditional, with the aid of function commands and how to assign it to a key.

■ Function Commands

You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a function key (select *configurable* function).

Tab. 1 The following function commands are available:

"A"	Seize line with highest priority
"I"	Seize line
"X"	Disconnect
"P"	Pause 1 second before the next operation
"Lxx"	Seize line xx (Line keys)
"N"	Use the phone number entered in call preparation
"."	Control key function (up-circuit system)
"Z"	Activate/deactivate DTMF mode
"R"	Use the phone number last dialled
"Y"	Disconnect and reseize the line.

Tab. 2 Examples of how to define a function:

"IR"	Seize line ("I"), dial phone number last dialled ("R")
"I201"	Seize line ("I") and dial phone number 201
"I*21201X"	Seize line ("I"), activate call forwarding unconditional ("*21") to phone number 201, disconnect ("X")
	Notes: • Text mode has to be activated before you can enter function commands. • Functions that are not available via the menu can be activated using */# procedures (see "User's Guide */# Procedures"). • You can either type in a */# procedure directly or store it under a key. • You can only activate certain */# procedures if the same function cannot be obtained via the menu. • The availability of certain */# procedures may be restricted depending on the system and software version.

■ */# Procedures

A list with all the */# procedures can be found at http://www.aastra.com/docfinder ("User's Guide */# Procedures").

Further information

The following sections contain more useful information about your phone.

Troubleshooting *75*

Declaration Open Source Software (Aastra 5370ip)..... *76*

System and Software-Related Functions..... *76*

eud-0830/2.1 — I7.7 — 10.2008

Troubleshooting

This section contains a few tips on how to operate your phone if you encounter any problems.

Malfunctions

Your call partner cannot hear you or you cannot hear your call partner
Make sure the handset cord is correctly plugged into both the handset and the phone (see chapter "Installation and First-Time Operation", page 77).

Handset off-hook, no dialling tone, no display
Make sure the phone cord is correctly plugged in to both the phone and the LAN socket (see chapter "Installation and First-Time Operation", page 77).

Display reads "Not configured", handset off-hook, no dial tone
Your phone has not been assigned a call number. Contact your system administrator for more information.

The display reads: "Trying to register"
The telephone cannot be registered. Contact your system administrator for more information.

Display is working, but connection is not possible
Your phone may be locked. Unlock your phone (see chapter "Unlocking Your Phone", page 38).

Freely configurable keys cannot be configured.
The configuration may be locked. Unlock your phone (see chapter "Unlocking Your Phone", page 38).
The key for a reconfiguration may be locked in the system. Contact your system administrator for more information.
The expansion key module Aastra M530/M535 possibly has not sufficient power supply. Contact your system administrator for more information.

Insufficient display contrast
The setting for the display contrast is inadequate. Change the setting (see Chapter "Setting the display", page 54).

Impaired sound quality during hands-free operation
The sound quality can be affected if the volume is too loud – turn down the volume. If the sound quality fluctuates, contact your system administrator.

Note:
For all other messages, faults and questions you may have, contact your system administrator.

Declaration Open Source Software (Aastra 5370ip).

About Open Source Software

This product contains Open Source Software from third-party suppliers subject to the GNU licence provisions GPL (GNU General Public License) and LGPL (GNU Library/Lesser General Public License).

The licence texts for the GPL and LGPL and for the source code of the software sections listed below are available at http://www.aastra.com/docfinder ("Public GNU source" document type).

The licence texts for the GPL and LGPL are also stored on the terminal itself and can be viewed using the integrated web interface (URL: <IP address of your system terminal>.

Please read through the text carefully to find out all you need to know about your rights with regard to the licences concerned.

This product contains the following software subject to GPL provisions:

- Linux kernel, available at http://www.kernel.org/
- Busybox, available at http://www.busybox.net/

This product contains the following software subject to the LGPL provisions:

- ucLibc, available at http://www.ucLibc.org/

System and Software-Related Functions

You want to activate a feature described in these Instructions but the system will not let you.

Some systems or system versions do not support all the features. The corresponding text sections are identified by a letter inside square brackets [a]. The list below indicates which system versions support the relevant features. Contact your system administrator for more information.

	I7.5	**I7.6**	**I7.7**					
[a]		x						
[b]	x							
[c]			x					
[d]								

Installation and First-Time Operation

These sections explain the setup options available with your phone.

Equipment provided *78*

Options *79*

Setting up and mounting the phone *80*

Connecting Aastra 5370 ..... *82*

Connecting Aastra 5370ip *83*

Expansion key module Aastra M530/M535 (optional) *85*

Labelling the Aastra M530 expansion key module *86*

eud-0830/2.1 — I7.7 — 10.2008

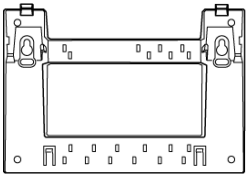
Equipment provided

Telephone and handset

Handset connection cable

Telephone connection cable Aastra 5370

Stand rest; can also be used as a mounting frame for wall mounting

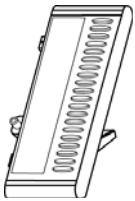


Quick User's Guide and safety information

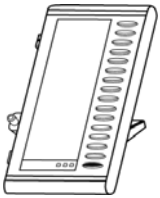
Options

Plug-in power adapter (if the power supply is not supplied via the LAN, only Aastra 5370ip).

Aastra M530 expansion key module with write-on labels (incl. stand rest and connection cable)



Aastra M535 expansion key module with display (incl. stand rest and connection cable)



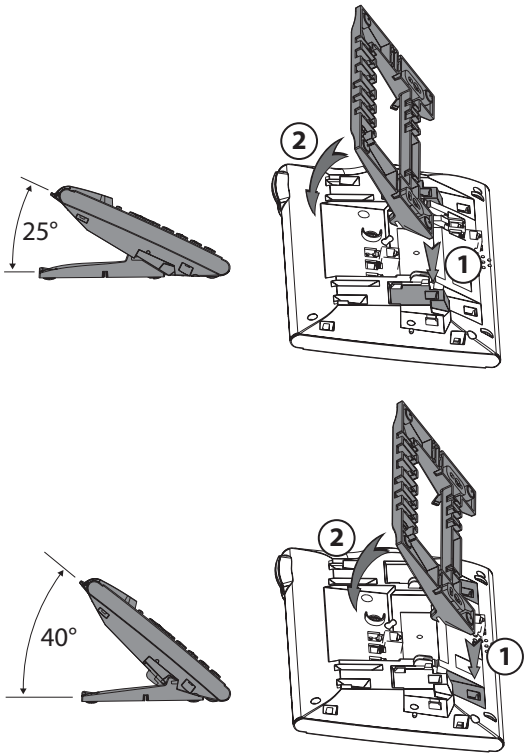
Setting up and mounting the phone

With the aid of the supplied stand rest you can set up the phone as a desktop phone or mount it to the wall.

Setting the phone up as a desktop phone

You can set up the phone either at a 40° or a 25° angle. To do so, insert the stand rest in different positions into the back of the phone until it snaps into place.

- Insert the stand rest as indicated on the installation diagram until it snaps into place.
- Connecting the handset: Plug the connector on the shorter straight extremity of the handset cord into the socket on the handset. Plug the connector at the loose extremity of the cord into the handset socket on the underside of the phone. To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.
- Connect the phone as indicated in chapter "Connecting Aastra 5370", page 82 and "Connecting Aastra 5370ip", page 83.

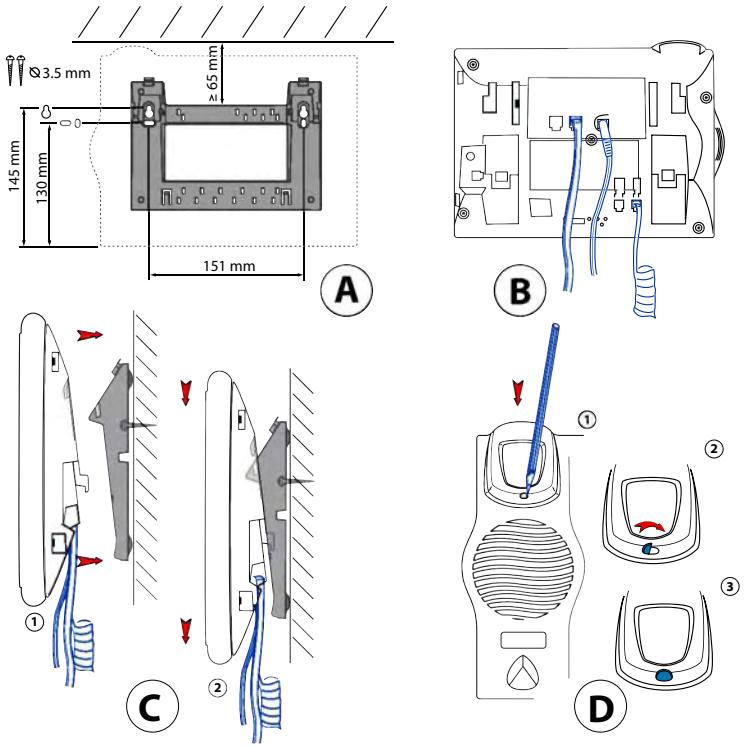


Wall mounting

You can also mount the phone on the wall. To do so, screw the stand rest onto the wall as a bracket and hook the phone onto the stand rest.

Notes:
- As there is only a limited amount of space between the sockets on the back of the phone and the wall on which it is mounted, you need to use a ribbon cable with a short connector for the cord. Ask your dealer for a list of suppliers for a suitable ribbon cable (only Aastra 5370ip).
- You can only connect one Aastra M530 resp. one Aastra M535 (option) if the phone is wall-mounted.

- Fit the screws for securing the stand rest and mount the stand rest (Figure A).
- Connect the handset and phone cord to the phone (Figure B). For the correct connection assignment refer to Chapter "Connecting Aastra 5370", page 82 and "Connecting Aastra 5370ip", page 83.
- Insert the phone into the stand rest horizontally (Figure C-1) and slide downwards (Figure C-2).
- Unscrew the cams for holding the handset (Figures D-1 to D-3).
- Insert the handset.



Dismantling

Desktop phone:

- Disconnect the phone cord and remove.
- Carefully pull the stand rest away in the opposite direction.

Wall set:

- Carefully slide the phone upwards out of the stand rest.
- Disconnect the phone cord and remove.

Connecting Aastra 5370

Connections

Telephone connection

Connecting the handset

Connecting the headset

Connecting the Aastra M530/M535 expansion key module or power supply

Connecting your phone to the system

- Plug the connector on the phone cord on the underside of the phone into the socket with the phone symbol.
- Desktop installation only: To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.
- Plug the other end of the cable into the phone socket outlet.
- Set channel selector switch on the underside of the phone. Contact your system administrator for more information.

Logging your phone on

Your system administrator has to prepare the system before you can log on your phone.

eud-0830/2.1 — I7.7 — 10.2008

Connecting Aastra 5370ip

Connections

LAN Connecting to the IP network

PC Connecting a PC (if required)

Connecting the handset

Connecting the headset

Connecting the power supply

OUT Connecting the Aastra M530/M535 expansion key module

Note:
Your system administration will take care of the IP addressing and the commissioning of the phone. The IP addresses and other information about your phone is available in the setting mode.

Connecting your phone to the LAN

This phone communicates via the same connection as your PC (IP network / LAN). This means you do not need a special phone connection. Ask your system administrator if you have any doubts about your phone's connection.

- Connecting the LAN cord (not included in the scope of delivery) to a LAN socket.
- Plug the connector at the loose end on the underside of the phone into the LAN socket.
- Desktop installation only: To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.

Connecting your PC to the LAN

If required, you can connect your PC or another LAN device to the phone, for example a printer.

- Connecting the LAN cord (not included in the scope of delivery) to the PC's network socket.
- Plug the connector at the loose end on the underside of the phone into the PC socket.
- Desktop installation only: To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.

Connecting the power supply

If your LAN supports Power-Over-Ethernet (PoE), the phone will be powered via the LAN cord and you will not require a power adapter.

If your LAN does not support PoE or if you have installed a switch between the LAN and the phone that does not support PoE, you will need the optional power adapter to power the phone.

Note:
Only use the optional original plug-in power adapter.

- Plug the round connector of the power cord on the underside of the phone into the power socket.
- Desktop installation only: To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.
- Connect the power supply to the mains.

Logging your phone on

Your system administrator has to prepare the system before you can log on your phone.

eud-0830/2.1 — I7.7 — 10.2008

Expansion key module Aastra M530/M535 (optional)

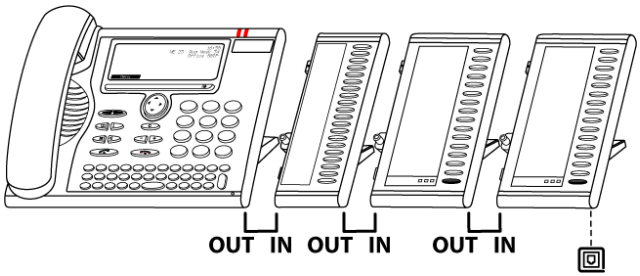
You can connect 1 Aastra M530 expansion key module with 20 configurable keys or 1 Aastra M535expansion key module with 3 x 15 configurable keys to your phone. Each key has an LED for visual signalling.

Connections

Connecting the Aastra M530/M535 expansion key module

Connecting further Aastra M530/M535 expansion key modules (symbol on Aastra M530)

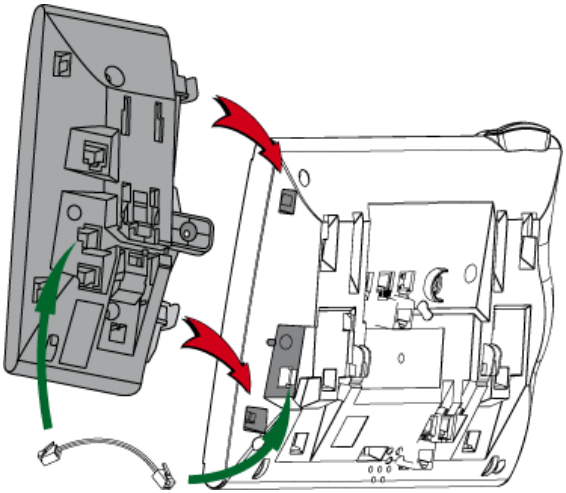
Connecting further Aastra M530/M535 expansion key modules or power supply (symbol on Aastra M535)



Connecting the Aastra M530/M535 expansion key module

Note:
Always disconnect the phone from the mains first before you connect/disconnect an Aastra M530/M535 expansion key module.

- Unplug the phone cord from the socket on the underside of the phone.
- Attach Aastra M530/M535 expansion key module to the right of the phone until you feel and hear it snap into place, as indicated in the following figure.
- Plug the cord into the supplementary equipment sockets on the underside of the phone and the Aastra M530/M535 expansion key module.
- Feed the connecting cable through the strain relief on the underside of the Aastra M530/M535 expansion key module.
- Plug the phone cord back into the socket on the underside of the phone. The expansion key module Aastra M530/M535 is now ready for operation.
- Depending on the type of power supply, you may need an additional power supply unit for your expansion key module. If there is an under supply of power, a message appears on the display. Contact your system administrator for more information.



Labelling the Aastra M530 expansion key module

Write-on labels for the configurable keys can be found on the internet at http://www.aastra.com/docfinder as an electronic document. You can fill out the fields directly on your PC and then print out the labels.

- Label the write-on labels on the PC, print them (“page scaling for printing: none“) and cut them out.
- Carefully remove the transparent cover next to the configurable keys.
- Place the write-on labels into the recesses next to the configurable keys.
- Carefully replace the transparent cover.

eud-0830/2.1 — I7.7 — 10.2008

%, *,+...

*/# Procedures 73

A

Absence key 3, 34
Accessing the menu 19
Activate / deactivate DTMF mode 42
Activating/Deactivating a Discreet Ring 45
Ambient conditions 5
Announcement 63
Answer the pager 44
Answering a Call 10
Answering a Call on a Line Key 51
Answering a General Bell 45
Answering Call Waiting 28
Audio 55
Automatic Hands-Free Mode 57

B

Brokering 31

C

Call duration 10
Call Forwarding on No Reply 35
Call Forwarding Unconditional 34, 36
Call key 3
Call list 25
Call waiting 63
Call waiting on an internal user 28
Calling a Team Partner 49
Changing the PIN 60
Charges 10, 30, 43
Clearing a Key 71
CLIR 46
Communication system 62
Conference Call 32
Configurable Keys 3
Configuring Keys 67
Configuring Line keys 71
Configuring the DTMF mode 59
Configuring Voice Mail 66
Connect 32
Connecting the expansion key module 85
Connecting the power supply 84
Connecting your IP phone to the LAN 83
Connecting your PC to the LAN 84
Connecting your phone to the system 82
Connections 82, 85
Correcting your Input 18
Correction key 2
Creating a New Phone Book Entry 64

D

Deflect a call during the ringing phase 39
Deflection 39
Deleting a phone book entry 65
Desktop phone 80
Dialling 9
Dialling by Name 22
Dialling from external phone books 24
Dialling from the Call List of Answered Calls ... 25
Dialling from the Call List of Unanswered Calls . 25
Dialling from the phone book 23
Dialling with a Configurable Key 26
Dialling with Redial 26
Dialling with the Phone Number 11
Digit keys 17
Dismantling 82
Display 15, 54
Display contrast 54
Display symbols 4
Display symbols (expansion module Aastra M535) 4
Display text for the idle state 61
Disposal 5
Do not disturb 63
Document information 7
DTMF Mode 42
DTMF mode 42, 59

E

Editing a Phone Book Entry 65
End key 3
Ending a Call 10
Enquiry Call During a Call 31
Enters digits 17
Enters letters 17
Equipment provided 78
Expansion key module Aastra M530 79
Expansion key module Aastra M530/M535 ..... 82, 83, 85
Expansion key module Aastra M535 79

F

Finding by paging system 44
First-Time Operation 77
Formulating Functions 73
Forwarding 63
Forwarding a Call 34
Forwarding a Call on No Reply 35
Forwarding to a message 36
Forwarding to Voice Mail 36
Foxkey 2, 16

Function Commands 73
Function key 69
Function MCID (Malicious Call Identification) .. 46

G
GNU licence provisions 76

H
Hands-free microphone 2
Hands-free operation 12, 57
Headset 13

I
Installation 77
Intended Purpose 6
Intrusion 63
IP connections 83

K
Key block 2
Key phone 51

L
Labels 3, 86
LED 2, 20, 69
LED display 3
Line Keys 51
Local IP settings 62
Lock 37
Logging the IP phone 84
Logging your phone on 82
Loudspeaker key 3

M
M535 display contrast 54
Maintenance 5
Makes announcement to team partner 50
Making a Call 9
Making a call on a third-party phone 43
Malfunctions 75
MCID 46
Menu-Guided Navigation 19
Microphone key 3
Mounting the phone 80
Moving the Cursor 18
Muting the Microphone 13

N
Navigating with the navigation key 19
Navigation key 2
Not configured 75
Number key 68

O
Open listening 12
Open Source Software 76
Operating elements 2
Options 79
Organisation within the team 49
Organizing an Absence 34

P
Pager 44
Park 33
Parking on a Line key 52
Personal call routing 46
Personal greeting 66
Phone book 23, 24
Phone book key 3
Phoning over a Line Key 52
Picking Up a Call 41
PoE 84
Pressing a Key 16
Private call with PIN 30
Protection 63

Q
Quickdial 22

R
Read Text Messages 41
Receiving an Announcement 30
Redial 11, 26
Redial key 3
Reject 39
Reject a call during the ringing phase 39
Remote control 48
Requesting a Callback 27
Resetting activated features 20
Ring Alone 47
Ringing melody 56
Ringing properties 56
Ringing speed 56
Ringing volume 56

S
Safety Information 5
Selecting the Language 59
Selecting with the Foxkey 26
Send text messages 40
Set the ringing volume 55
Setting the display 54
Setting the Ringing Properties 55
Setting up the phone 80
Shift key 3

eud-0830/2.1 — I7.7 — 10.2008

Signals 20
Software dependency 76
Starting an Announcement 29
Store a function under a key 69
Store a phone number under a key 68
Storing a Team Partner under a Key 70
Storing the contact in the phone book
from the call list 65
Storing the phone number in the phone book
from the call list 65
Substituting for a Team Partner 50
Supplementary features 21
Suppressing your call number 46
Switching lines 52
System and Software-Related Functions 7
System dependency 76

T

Team key 70
Text mode 17, 18
To activate headset operation 58
To answer the callback request 27
Tracking a Malicious Call 46
Transferring a Call Partner 32
Troubleshooting 75
Trying to register 75

U

Unlock 38
Upper and Lower Case 18
User information 6
Using a Headset 13
Using the Display and Operating Elements 14
Using the expansion key module 16
Using the Team Key 49

V

Voice Mail 36
Volume/cursor keys 3

W

Wall mounting 81

eud-0830/2.1 — I7.7 — 10.2008

Declaration of Conformity

Aastra Technologies Limited hereby declares that the equipment Ascotel® und Ascotel® IntelliGate® and the accessories there to comply with the basic requirements and other relevant stipulations of Directive 1999/5/EC.

You will find the complete text of the declaration of conformity and other documents for this device and the telecommunications systems Ascotel® and Ascotel® IntelliGate® under:

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